



**AZNET**  
Arizona Department of Administration

## **AZNET Seats – What Is Included**

### **July 13, 2005**



# What The State Gets

- **Enterprise wide:**
  - Service Levels with penalties
  - 24 X 7 monitoring of the network & PBXs
  - Security management & monitoring
  - Maintenance & MACs
  - Asset & circuit inventory
- **Infrastructure Upgrades/Savings:**
  - MAGNET upgrade to MPLS providing inter-agency security and enabling QoS for VoIP traffic
  - WAN consolidation & upgrade to MPLS providing inter-agency security and enabling QoS for VoIP traffic
  - VoIP enablement for cost savings through toll bypass & tail-end hop-off
  - Baseline security upgrades
  - N-2 refresh for all equipment starting at N-2
  - IP Telephony maintained at N-2 including required equipment changes



## What The State Gets (cont'd)

- **On-line billing system with drill-down capability to station detail**
- **Carrier management:**
  - Bill payment
  - Charges passed through at exact amount
  - Telecom expense management:
    - Ensure contract rates & terms are accurate
    - Dispute management & resolution
- **Predictable per seat pricing:**
  - Decreases over the life of the contract
  - Volume discounts
  - Includes annually (administered on a quarterly basis) a mix of hard and soft MACs for voice services at agency's choice:
    - Option #1 - one soft MAC per seat and hard MACs equal to 20% of seats
    - Option #2 –soft MACs equal to 15% of seats and hard MACs equal to 35% of seats



# What Is Included With The Seat

- **E911 auto location**
- **Services included if they existed at time of transition (added after transition have additional cost):**
  - Additional lines/phone numbers provided through PBXs, key systems, or call managers including fax & modem lines
  - 22 Button Add On Module (receptionist seat)
  - Predictive dialer for Call Center
  - IVR for Call Center
- **Accenture's transition services**
- **Project engineering & quotes**



# What Is Not In The Base Seat Price

- **Excess MACs**
- **Big MACs**
- **Data, Security and Voice Labor (time and materials)**
- **Projects**
- **Per Seat Price Adjustments after agency transition:**
  - Additional lines/phone numbers off of a PBX, Key System or Call Center
  - 22 button add-on modules
  - Predictive dialers (call centers)
  - IVR (call centers)
  - CTI (call centers)
  - Unified Messaging



# What Is Not In The Base Seat Price

- **Per occurrence charges (optional services):**
  - Fax lines
  - Remote Access Account
  - Video Conferencing
  - Security:
    - E-mail Protection
    - Web Browsing
    - Web Hosting
  - Data Port Only
  - LAN Service per Port



# TEM Savings & Reinvestment

- **Estimated TEM (telecom expense management) savings:**
  - Year 1 – Savings of \$2.7M on projected carrier spend of \$8.6M under Accenture management
  - Year 2 – Savings of \$8.7M on projected carrier spend of \$24.5M under Accenture management
  - Year 3 – Savings of \$9.6M on projected carrier spend of \$24.7M under Accenture management
  - Year 4 – Savings of \$9.6M on projected carrier spend of \$24.7M under Accenture management
  - Year 5 – Savings of \$9.6M on projected carrier spend of \$24.7M under Accenture management
- **Reinvestment IP Telephony:**
  - Year 1 – 3000 new IPT seats plus some funding for connection of non-MAGNET connected agencies to MAGNET-2
  - Year 2 – 4000 new IPT seats plus some funding of WAN consolidation
  - Year 3 – 8000 new IPT seats
  - Year 4 – 7000 new IPT seats
  - Year 5 –

## From Accenture Due Diligence Report

<i>Item</i>	<i>Year 1</i>	<i>Year 2</i>	<i>Years 3-5</i>	<i>5 Year Total</i>
Total Spend (LD,WAN,TEM)	\$8,618,861	\$24,530,912	\$24,709,794	\$107,279,155
Total Savings (LD,WAN,TEM)	\$2,722,617	\$8,694,501	\$9,598,177	\$40,211,649
Total Savings %	32%	35%	39%	37%





# Voice and VoIP Seat Configurations

		Limited	Basic	Operator /Receptionist	Executive
<b>Infrastructure Enhancements</b>					
	MAGNET Upgrade	✓	✓	✓	✓
	Baseline Security Services	✓	✓	✓	✓
	Billing & TEM System service	✓	✓	✓	✓
	Asset Management System	✓	✓	✓	✓
	Mercury ITG Program Management & Dashboard services	✓	✓	✓	✓
	VoIP Enablement	✓	✓	✓	✓
	WAN Consolidation services	✓	✓	✓	✓





## Voice and VoIP Seat Configurations (cont'd)

		Limited	Basic	Operator /Receptionist	Executive
<b>Services</b>					
	Caller ID	✓	✓	✓	✓
	Call Forwarding	✓	✓	✓	✓
	Call Waiting	✓	✓	✓	✓
	Call Timer	✓	✓	✓	✓
	Redial	✓	✓	✓	✓
	Speed Dial	✓	✓	✓	✓
	Call Conferencing	✓	✓	✓	✓
	LDAP Directory (IP)	✓	✓	✓	✓
<b>Messaging</b>					
	25 Message Capacity	✓	✓	✓	-
	135 Message Capacity	-	-	-	✓
	3 Greetings	✓	✓	✓	✓
	5 Future Delivery Messages	✓	✓	✓	✓
	Fax Mail Box	✓	✓	✓	✓
	E-Mail Messages	✓	✓	✓	✓
	Pager Notification	✓	✓	-	✓
	Opt Out	✓	✓	-	✓
	14 Day Retention	✓	✓	✓	✓
	15 Group Lists	✓	✓	✓	✓
	Password Reset	✓	✓	✓	✓
	Mobile Connect	-	-	-	✓



# Voice and VoIP Seat Configurations

		Limited	Basic	Operator /Receptionist	Executive
Usage					
	Intra-LATA	✓	✓	✓	✓
	Inter-LATA	-	✓	✓	✓
	Inter-State	-	✓	✓	✓
Handsets					
	8 Button	✓	✓	-	-
	16 or 22 Button	-	-	✓	✓
	Automatic Dialing	✓	✓	✓	✓
	Caller ID Display	✓	✓	-	✓
	Release/Disconnect	✓	✓	✓	✓
	Voice Mail Indicator	✓	✓	✓	✓
	Transfer	✓	✓	✓	✓
	Intercomm	✓	✓	✓	✓
	Headset	-	-	✓	
	Speakerphone	✓	✓	✓	✓
	Hands Free/Mute	✓	✓	✓	✓
	E911 Auto Location ID	✓	✓	✓	✓



# Voice and VoIP Seat Configurations

<b>Call Center Seat Configurations</b>		Basic	Enhanced	Supervisor
Display Telephone		8-Button	16-Button	16-Button
	Caller ID	✓	✓	✓
	Call forwarding	✓	✓	✓
	3-party conference/transfer	✓	✓	✓
	Speed dial (10 numbers)	✓	✓	✓
	Volume control	✓	✓	✓
	Speakerphone hands-free/mute	-	-	✓
	In Calls line and Directory Number (DN)	✓	✓	✓
Programmed buttons				
	In Calls key or Directory Number	✓	✓	✓
	Not Ready or custom	✓	✓	✓
	Make Set Busy or custom	✓	✓	✓
	4-8 custom	✓	✓	✓
	9-16 custom	-	✓	✓
Software licensing:				
	Agent seat	✓	✓	✓
	Full reporting	✓	✓	✓
	Limited queue assignment	✓	-	-
	Full skills-based routing and multiple queue assignment	-	✓	✓



# Voice and VoIP Seat Configuration

	Call Center Seat Configurations	Basic	Enhanced	Supervisor
	Voice mail:			
	14 messages	✓	✓	✓
	One greeting	✓	✓	-
	Three greetings (busy, away, absence)	-	-	✓
	Five future delivery voice messages	-	-	✓
	0 Opt-out	✓	✓	✓
	14-day retention	✓	✓	✓
	15 group lists with 25 destinations per group	✓	✓	✓
	Other features:			
	Call Supervisor	✓	✓	-
	Call Agent	-	-	✓
	Observe	-	-	✓
	Override	-	-	✓
	Inbound transport:			
	Unlimited intra-state	✓	✓	✓
	Interstate (how many minutes, cost per minute?)	-	✓	✓
	International (how many min, cost per min?)	-	✓	✓
	Maintenance and support	✓	✓	✓
	E911 Auto Location ID	✓	✓	✓



## Technology Refresh & Currency

**“Under this Contract, contractor is responsible for all labor and software upgrade costs to maintain Currency of PBXs that are Current as of the Effective Date. If an upgrade to maintain Currency requires a hardware upgrade, then this cost will be paid by the State and the upgrade will be treated as a Project.”**



# Technology Refresh & Currency

## Accenture's Technology Refreshment & Legacy Equipment Currency Strategy

EQUIPMENT	STATES OF EQUIPMENT			CURRENCY		MAINTENANCE		REFRESH
	N-2	Not N-2 but not Manufacturer Discontinued (N-x)	Manufacturer Discontinued	Accenture Keeps H/W Current	Accenture Keeps S/W Current	Maintenance by Accenture Team	Replacement of Failed Equipment	Accenture Refresh Strategy including use of IPT Rollout
Legacy PBX and related items	√			Yes, within seat price.	Yes, within seat price.	Yes, within seat price, all SLAs apply.	Replaced at Accenture's expense if equipment fails or cannot meet SLAs.	Refreshed as desired by agency or as planned in Annual Operating Plan (AOP), at agency's expense, by IPT or other technology.
		√			If S/W is at release N-x (e.g. N-5), keep at about N-x.	Yes, within seat price, all SLAs apply.	Replaced at Accenture's expense if equipment fails or cannot meet SLAs.	Refresh with New IPT in Year 3 or 4. Agency may select other technology. Rollout of 22,000 New IPT seats over first 4 years of Contract means State will not need to perform any other refresh Projects for Legacy PBXs.
			√			Yes, on T&M basis, no SLAs except Sev 3 Trouble Ticket (Respond) SLA.	As desired by agency at agency's expense, prior to refresh by IPT.	Refresh with New IPT in Year 2, but agency may select other technology (e.g. PBX upgrade or replacement that is less expensive than IPT).



# Technology Refresh & Currency

EQUIPMENT TYPE	STATES OF EQUIPMENT			CURRENCY		MAINTENANCE		REFRESH
	N-2	Not N-2 but not Manufacturer Discontinued (N-x)	Manufacturer Discontinued	Accenture Keeps H/W Current	Accenture Keeps S/W Current	Maintenance by Accenture Team	Replacement of Failed Equipment	Accenture Refresh Strategy including use of IPT Rollout
Legacy Key and related items	√			Yes, within seat price.	Yes, within seat price.	Yes, within seat price, all SLAs apply.	Replaced at Accenture's expense if equipment fails or cannot meet SLAs.	Refreshed as desired by agency or as planned in Annual Operating Plan (AOP), at agency's expense, by IPT or other.
		√			If S/W is at release N-x (e.g. N-5), keep at about N-x.	Yes, within seat price, all SLAs apply.	Replaced at Accenture's expense if equipment fails or cannot meet SLAs.	Plan to refresh with New IPT in Year 1 & 2. Agency may select other technology. Rollout of 22,000 New IPT seats over first 4 years of Contract means State will not need to perform any other refresh Projects for Key systems.
			√			Yes, on T&M basis, no SLAs except Sev 3 Trouble Ticket (Respond) SLA.	As desired by agency at agency's expense, prior to refresh by IPT.	Plan to refresh with New IPT in Year 1 & 2. Agency may select other technology (e.g. less expensive key system upgrade).





# Technology Refresh & Currency

EQUIPMENT	STATES OF EQUIPMENT			CURRENCY		MAINTENANCE		REFRESH
TYPE	N-2	Not N-2 but not Manufacturer Discontinued (N-x)	Manufacturer Discontinued	Accenture Keeps H/W Current	Accenture Keeps S/W Current	Maintenance by Accenture Team	Replacement of Failed Equipment	Accenture Refresh Strategy including use of IPT Rollout
Existing WAN	✓			Yes, within seat price.	Yes, within seat price.	Yes, within seat price, all SLAs apply.	Replaced at Accenture's expense if equipment fails or cannot meet SLAs.	Refreshed as desired by agency or as planned in Annual Operating Plan (AOP), at agency's expense. Can be in conjunction with New IPT or separate.
		✓			If S/W is at release N-x (e.g. N-5), keep at about N-x.	Yes, within seat price, all SLAs apply.	Replaced at Accenture's expense if equipment fails or cannot meet SLAs.	As required to meet SLAs. Plan to refresh with installation of New IPT at site. Can be separate Project.
			✓			Yes, on T&M basis, no SLAs except Sev 3 Trouble Ticket (Respond) SLA.	As desired by agency at agency's expense, prior to refresh by IPT.	Yes, in conjunction with New IPT installation at site, or as part of other Project.



# Technology Refresh & Currency

EQUIPMENT	STATES OF EQUIPMENT			CURRENCY		MAINTENANCE		REFRESH
	N-2	Not N-2 but not Manufacturer Discontinued (N-x)	Manufacturer Discontinued	Accenture Keeps H/W Current	Accenture Keeps S/W Current	Maintenance by Accenture Team	Replacement of Failed Equipment	Accenture Refresh Strategy including use of IPT Rollout
Existing IPT and related items	√			Yes, within seat price.	Yes, within seat price.	Yes, within seat price, all SLAs apply.	Replaced at Accenture's expense if equipment fails or cannot meet SLAs.	Will keep Current.
New IPT and related items	√			Yes, within seat price.	Yes, within seat price.	Yes, within seat price, all SLAs apply.	Replaced at Accenture's expense if equipment fails or cannot meet SLAs.	Will keep Current.



## Addendums

- **Voice Seat Prices**
- **IPT/VoIP Seat Prices**
- **Per Occurrence Charges**
- **MAC Pricing Matrix**
- **Zones**
- **Seat Mapping**
- **MAC Equipment Prices**



# Voice Seat Prices

		Prices per Month								
		Base Contract Period (5 Years)					Option 1		Option 2	
		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9
<b>1. Voice Seats:</b>	<b>Pricing Basis</b>									
<b>A. Price per Seat</b>										
1 Limited	seat	\$50.76	\$44.49	\$42.20	\$38.07	\$35.23	\$36.29	\$36.29	\$36.29	\$36.29
2 Basic	seat	\$53.43	\$46.83	\$44.42	\$40.07	\$37.08	\$38.20	\$38.20	\$38.20	\$38.20
3 Receptionist/Operator	seat	\$58.78	\$51.52	\$48.87	\$44.08	\$40.79	\$42.02	\$42.02	\$42.02	\$42.02
4 Executive	seat	\$56.11	\$49.18	\$46.65	\$42.08	\$38.94	\$40.11	\$40.11	\$40.11	\$40.11
5 Call Center Basic Agent	seat	\$86.29	\$79.69	\$77.28	\$72.93	\$69.94	\$72.04	\$72.04	\$72.04	\$72.04
6 Call Center Enhanced Agent	seat	\$86.29	\$79.69	\$77.28	\$72.93	\$69.94	\$72.04	\$72.04	\$72.04	\$72.04
7 Call Center Supervisor	seat	\$91.64	\$84.38	\$81.73	\$76.94	\$73.65	\$75.86	\$75.86	\$75.86	\$75.86
<b>B. Per Seat Price Adjustments</b>										
1 Additional Lines	line	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$4.00	\$4.00	\$4.00	\$4.00
2 22 Button Add-On Modules	module	\$4.00	\$4.00	\$4.00	\$4.00	\$4.00	\$5.00	\$5.00	\$5.00	\$5.00
3 Additional MACs	MAC	\$15.00	\$15.00	\$16.00	\$16.00	\$17.00	\$18.00	\$18.00	\$19.00	\$20.00
4 Predictive Dialers (Call Centers)	seat	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$10.00	\$10.00	\$10.00	\$10.00
5 IVR (Call Centers)	seat	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00	\$8.00	\$8.00	\$8.00	\$8.00
6 CTI (Call Centers)	seat	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00	\$25.00	\$25.00	\$25.00	\$25.00
7 Per seat adjustment for each 10% increase in seat volume <sup>a/</sup>	10% seat increase			-\$0.02	-\$0.02	-\$0.02	-\$0.02	-\$0.02	-\$0.02	-\$0.02



# IPT/VoIP Seat Prices

		Prices per Month								
		Base Contract Period (5 Years)					Option 1		Option 2	
		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9
<b>2. IPT/VoIP Seats:</b>										
<b>A. Price per Seat</b>										
1 Limited	seat	\$56.15	\$48.00	\$46.11	\$41.68	\$40.25	\$41.46	\$41.46	\$42.71	\$42.71
2 Basic	seat	\$56.15	\$48.00	\$46.11	\$41.68	\$40.25	\$41.46	\$41.46	\$42.71	\$42.71
3 Receptionist/Operator	seat	\$59.65	\$51.50	\$49.61	\$45.18	\$43.75	\$45.07	\$45.07	\$46.43	\$46.43
4 Executive	seat	\$59.65	\$51.50	\$49.61	\$45.18	\$43.75	\$45.07	\$45.07	\$46.43	\$46.43
5 Call Center Basic Agent	seat	\$89.01	\$80.86	\$78.97	\$74.54	\$73.11	\$75.31	\$75.31	\$77.57	\$77.57
6 Call Center Enhanced Agent	seat	\$89.01	\$80.86	\$78.97	\$74.54	\$73.11	\$75.31	\$75.31	\$77.57	\$77.57
7 Call Center Supervisor	seat	\$91.64	\$84.38	\$81.73	\$76.94	\$73.65	\$75.86	\$75.86	\$78.14	\$78.14
<b>B. Per Seat Price Adjustments</b>										
1 Additional Lines/Phone Numbers	line	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$4.00	\$4.00	\$4.00	\$4.00
2 22 Button Add-On Modules	module	\$4.00	\$4.00	\$4.00	\$4.00	\$4.00	\$5.00	\$5.00	\$5.00	\$5.00
3 Additional MACs	MAC	\$15.00	\$15.00	\$16.00	\$16.00	\$17.00	\$18.00	\$18.00	\$19.00	\$20.00
4 Predictive Dialers (Call Centers)	seat	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$10.00	\$10.00	\$10.00	\$10.00
5 IVR (Call Centers)	seat	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00	\$8.00	\$8.00	\$8.00	\$8.00
6 CTI (Call Centers)	seat	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00	\$25.00	\$25.00	\$25.00	\$25.00
7 Unified Messaging	seat	\$3.77	\$3.77	\$3.77	\$3.77	\$3.77	\$4.00	\$4.00	\$4.00	\$4.00
8 Per seat adjustment for each 10% increase in seat volume <sup>a/</sup>	10% seat increase			-\$0.02	-\$0.02	-\$0.02	-\$0.02	-\$0.02	-\$0.02	-\$0.02
9 Per seat adjustment for each 10% decrease in seat volume <sup>a/</sup>	10% seat decrease			\$0.03	\$0.03	\$0.03	\$0.03	\$0.03	\$0.03	\$0.03
10 New IPT Service	seat	\$19.14	\$19.14	\$19.14	\$19.14	\$19.14	\$19.14	\$19.14	\$19.14	\$19.14



# Per Occurrence Charges

		Prices per Month								
		Base Contract Period (5 Years)					Option 1		Option 2	
		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9
<b>3. Per Occurrence Charges</b>										
1 Fax Line	line	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$4.00	\$4.00	\$4.00	\$4.00
2 Remote Access Account	account	\$7.24	\$7.24	\$7.24	\$7.24	\$7.24	\$8.00	\$8.00	\$8.00	\$8.00
3 VPN Only Account	account	\$0.32	\$0.32	\$0.32	\$0.32	\$0.32	\$0.40	\$0.40	\$0.40	\$0.40
4 Video Conferencing Security	conference	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
5 Out of State Conference Call	call	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
6 Security-Email Protection/seat	seat	\$0.48	\$0.48	\$0.48	\$0.48	\$0.48	\$0.60	\$0.60	\$0.60	\$0.60
7 Security-Web Browsing per seat	seat	\$1.18	\$1.18	\$1.18	\$1.18	\$1.18	\$1.25	\$1.25	\$1.25	\$1.25
8 Security-Web Hosting per seat	seat	\$0.04	\$0.04	\$0.04	\$0.04	\$0.04	\$0.05	\$0.05	\$0.05	\$0.05
9 Data Only Port	line	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.05	\$1.05	\$1.10	\$1.10
10 LAN Service per Port	line	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.15	\$3.15	\$3.15	\$3.15
11 Help Desk Level 1.0-1.5	seat	\$1.43	\$1.43	\$1.43	\$1.43	\$1.43	\$1.43	\$1.43	\$1.43	\$1.43

a/ Reflect as an adjustment (either as a percentage or dollar amount) to per seat price based on change in Statewide seat volumes relative to Statewide normative high and low range.



# MAC Pricing Matrix – Standard Hours

MAC CATEGORY	MAC CODE	MAC DESCRIPTION	MAC TYPE	MAC PRICE (BY ZONE)				QUANTITY OF UNITS (BY ZONE)****			
				ZONE A	ZONE B	ZONE C	ZONE D	ZONE A	ZONE B	ZONE C	ZONE D
Voice	VADD	Voice-Add (Set/Fax/Modem)	HARD	\$ 85.00	\$ 85.00	\$ 85.00	\$ 85.00	1.00	1.00	1.00	1.00
Voice	VMOV	Voice-Move (Set/Fax/Modem)	HARD	\$ 85.00	\$ 85.00	\$ 85.00	\$ 85.00	1.00	1.00	1.00	1.00
Voice	VDEL	Voice-Delete (Set/Fax/Modem)	HARD	\$ 85.00	\$ 85.00	\$ 85.00	\$ 85.00	1.00	1.00	1.00	1.00
Voice	VEQC	Voice-Equipment Change	HARD	\$ 85.00	\$ 85.00	\$ 85.00	\$ 85.00	1.00	1.00	1.00	1.00
Voice	VLAC	Voice-Line Appearance Change	HARD	\$ 85.00	\$ 85.00	\$ 85.00	\$ 85.00	1.00	1.00	1.00	1.00
Voice	VDES	Voice-Hard-DESI Only	HARD	\$ 85.00	\$ 85.00	\$ 85.00	\$ 85.00	1.00	1.00	1.00	1.00
Voice	VHOT	<b>Voice-Hard-Other (put type in Comments)</b>	HARD	\$ 85.00	\$ 85.00	\$ 85.00	\$ 85.00	1.00	1.00	1.00	1.00
All Hard	TRIP	Trip Charge for Zones C and D	HARD	\$ -	\$ -	\$ 102.00	\$ 170.00	0.00	0.00	1.20	2.00
		Trip Charge is applied once to HARD MACs on the same Remedy ticket, for the same site, in either Zone C or D and is "paid for" with MAC allocation until the Zone C MAC allocation is 1.2 or \$102. Zone D MAC allocation is 2 or \$170.									
Voice	VPSW	Voice-Password Reset	SOFT	\$ 15.00	\$ 15.00	\$ 15.00	\$ 15.00	1.0000	1.0000	1.0000	1.0000
Voice	VRBD	Voice-Rebuild	SOFT	\$ 15.00	\$ 15.00	\$ 15.00	\$ 15.00	1.0000	1.0000	1.0000	1.0000
Voice	VSOT	<b>Voice-Soft-Other (put type in Comments)</b>	SOFT	\$ 15.00	\$ 15.00	\$ 15.00	\$ 15.00	1.0000	1.0000	1.0000	1.0000
Voice	LBV1	Labor-Voice-1HR	T&M	\$ 85.00	\$ 85.00	\$ 85.00	\$ 85.00				
Voice	LBV2	Labor-Voice-2HR	T&M	\$ 170.00	\$ 170.00	\$ 170.00	\$ 170.00				
Voice	LBV3	Labor-Voice-3HR	T&M	\$ 255.00	\$ 255.00	\$ 255.00	\$ 255.00				
Data	LBD1	Labor-Data-1HR	T&M	\$ 100.00	\$ 100.00	\$ 100.00	\$ 100.00				
Data	LBD2	Labor-Data-2HR	T&M	\$ 200.00	\$ 200.00	\$ 200.00	\$ 200.00				
Data	LBD3	Labor-Data-3HR	T&M	\$ 300.00	\$ 300.00	\$ 300.00	\$ 300.00				
Security	LBS1	Labor-Security-1HR	T&M	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00				
Security	LBS2	Labor-Security-2HR	T&M	\$ 300.00	\$ 300.00	\$ 300.00	\$ 300.00				
Security	LBS3	Labor-Security-3HR	T&M	\$ 450.00	\$ 450.00	\$ 450.00	\$ 450.00				
CallCenter	LBC1	Labor-CallCenter-1HR	T&M	\$ 90.00	\$ 90.00	\$ 90.00	\$ 90.00				
CallCenter	LBC2	Labor-CallCenter-2HR	T&M	\$ 180.00	\$ 180.00	\$ 180.00	\$ 180.00				
CallCenter	LBC3	Labor-CallCenter-3HR	T&M	\$ 270.00	\$ 270.00	\$ 270.00	\$ 270.00				
Security	SVPN	Security-VPN Change or Firewall Soft Change	SOFT	\$ 15.00	\$ 15.00	\$ 15.00	\$ 15.00	1.0000	1.0000	1.0000	1.0000
CallCenter	CADD	CallCenter-Add	HARD	\$ 85.00	\$ 85.00	\$ 85.00	\$ 85.00	1.00	1.00	1.00	1.00
CallCenter	CMOV	CallCenter-Move	HARD	\$ 85.00	\$ 85.00	\$ 85.00	\$ 85.00	1.00	1.00	1.00	1.00
CallCenter	CDEL	CallCenter-Delete	HARD	\$ 85.00	\$ 85.00	\$ 85.00	\$ 85.00	1.00	1.00	1.00	1.00
CallCenter	CLAC	CallCenter-Line Appearance Change	HARD	\$ 85.00	\$ 85.00	\$ 85.00	\$ 85.00	1.00	1.00	1.00	1.00
CallCenter	CSOF	CallCenter-Soft	SOFT	\$ 15.00	\$ 15.00	\$ 15.00	\$ 15.00	1.0000	1.0000	1.0000	1.0000
CallCenter	CDEV	CallCenter IVR or CTI development	T&M	\$100.00	\$100.00	\$100.00	\$100.00				
CallCenter	CSUP	Call Center Symposium, Simon, or Headliner supp	T&M	\$90.00	\$90.00	\$90.00	\$90.00				
Equipment	EQON	Equipment Only	OTHER								
Billing	BILL	Change Agency, PON, or Sub-PON	SOFT	\$ 15.00	\$ 15.00	\$ 15.00	\$ 15.00	1.0000	1.0000	1.0000	1.0000





# Zones

- Zone

Geographic locations used as a basis for service level agreements and dispatching costs

- Zone A: within 5 miles of the following “central sites”
  - **Phoenix: 1700 W. Washington Street**
  - **Tucson: 400 W. Congress Street**
  - **Yuma: 7125 E. Juan Sanchez Boulevard**
  - **Flagstaff: 1100 W. Kaibab Lane**

Zone B: within 60 miles of a central site

Zone C: within 100 miles of a central site

Zone D: more than 100 miles from a central site